



DISTRICT DEPARTMENT OF TRANSPORTATION

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

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1 DISTRICT DEPARTMENT OF TRANSPORTATION

Mission: The District Department of Transportation's (DDOT) mission is to enhance the quality of life for District residents and visitors by ensuring that people and goods move safely with minimal adverse impact on residents and the environment.

Services: DDOT executes its mission through the work of several divisions. - The Office of the Director is responsible for legal affairs; civil rights matters; compliance with the Americans with Disabilities Act of 1990; senior and elderly affairs; and policy and legislative affairs. - The Project Delivery Administration is responsible for design and engineering and related support; street and bridge construction project management and related material inspection and testing; project materials specification review; construction project review and coordination; construction contract execution; intermodal planning; state transportation environmental compliance; project identification and development; DC Circulator bus service; DC Streetcar service; freight and passenger rail; and mass transit policy, including WMATA matters. - The Operations Administration is responsible for tree planting and maintenance; tree inventory management; public space permits and records; investigations and inspections relating to public space regulations; asset management; bridge and street maintenance; streetlight management; traffic operations and safety; transportation systems management; traffic sign fabrication and installation; parking, carsharing, tour bus, and motor carrier regulation, permitting, and operations; and advertisements on parking meters, including the back of receipts printed out by multi-space parking meters. - The Administrative Administration is responsible for human resources; workforce development; budget and financial services; financial planning and management; and contracting and procurement - The Performance Administration is responsible for coordinating and managing transportation system data; customer service; coordinating and managing the agency's fleet, warehouses; and other technology and information services.

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
In FY22, DDOT closed over 92,000 311 Service Requests. The majority of these were older requests where work had been completed but the 311 request had not been updated. Ten different programs prioritized 311 backlog reduction over the course of FY22.	Divisions and branches that rely on 311 data have more clarity on current issues. In addition, this data is part of many prioritization models which use open 311 service requests in the planning process. Clearing the backlog allows for better prioritization models.	There are two primary benefits of this backlog reduction: 1. Citizens now have a more accurate information about their requests. 2. Programs can be more responsive to new 311 requests now that the outdated information has been cleared.
DDOT and the Mayor approved moveDC 2021, the goals-based strategic plan that establishes the 25-year vision for the District's multimodal transportation system.	The updated plan serves as a strategic guide for DDOT and as a public resource informing how and why decisions are made about the District's transportation system. The 25-year vision aligns work across the agency and helps project managers understand where to prioritize investment into areas of opportunity.	moveDC 2021 greatly increases accountability and demonstrates a commitment to transportation equity throughout the District. The plan will strengthen the multimodal transportation system to ensure our residents have access to a variety of sustainable, reliable, and safe transportation options, regardless of where they live in the District.
Plenary Infrastructure DC (PIDC) was approved for the DC Smart Street Lighting project to convert the District's streetlights to energy-efficient LED technology. This \$309 million project—the District's first-ever public private partnership (P3)—will modernize streetlights and is the nation's largest urban streetlight modernization project using the P3 model.	As a public-private partnership (P3) PIDC will finance the project costs. This allows the District to complete the upgrades within two years as well as maximize long-term energy savings and environmental benefits. This contract structure allows the District to very quickly reap the project benefits and improvements without needing all the capital upfront. Developing a good public-private model is an important milestone for the agency.	The ability to modernize infrastructure is directly related to our ability to increase the quality of life in all eight wards. Projects like this put into action a government procurement model that increases cost savings and performance accountability. Both are incredibly important to every District resident.

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Maintain and improve core transportation infrastructure to preserve the quality of the transportation network.	6	6
Reduce traffic related deaths and injuries and enhance safe utilization of the transportation network.	1	5
Improve mobility and accessibility to expand transportation choices and reduce traffic congestion.	3	6
Improve the livability and sustainability of transportation routes for local communities.	0	6
Invest in long-term capital projects to enhance and preserve the infrastructure and assets of the transportation network.	0	6
Create and maintain a highly efficient, transparent, and responsive District government.	11	5

4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
Maintain and improve core transportation infrastructure to preserve the quality of the transportation network.		
Roadway Maintenance	Resurfacing and sealing large areas of the roadway and repairs to streets such as crack sealing, patching, deep patching and filling potholes.	Daily Service
Alley Maintenance	Sealing, patching, repairing and resurfacing alleys.	Daily Service
Bridge Maintenance	Preservation and maintenance of bridge assets.	Daily Service
Sidewalk Maintenance	Preservation and maintenance of curbs and sidewalks.	Daily Service
Street Light Maintenance	Maintenance of street and alley lights and poles.	Daily Service
Materials Testing Lab	Building of a new materials testing lab to support all road repair and building projects.	Key Project
Reduce traffic related deaths and injuries and enhance safe utilization of the transportation network.		
Traffic Signal Maintenance	Maintenance of traffic signal assets	Daily Service
Vision Zero	Oversight and coordination of District-wide Vision Zero Action Plan strategies to reach zero fatalities and serious injuries to travelers of DC's transportation system, through more effective use of data, education, enforcement, and engineering.	Daily Service
Street Signs and Markings	Maintenance of citywide street signs and markings.	Daily Service
Public Space Regulation	Issuance, inspection, and review of public space permits and construction zones.	Daily Service
Traffic Management and Calming	Maintenance of the city-wide traffic signal optimization program and management of the flow of traffic within the Right of Way.	Daily Service
Improve mobility and accessibility to expand transportation choices and reduce traffic congestion.		
Bike and Pedestrian Active Transportation Program	Management of the planning, maintenance, and safety of trails, bike paths, and other non-car paths.	Daily Service
Streetcar Operations Infrastructure and Expansion	Operation and maintenance of the DC Streetcar system, which is intended to make travel within the District easier for residents, workers and visitors, and complement the existing transit options.	Daily Service
Greater DC Transit Management	Management of the agreements and programs affecting transit in the Greater DC area.	Daily Service
Travel Demand Management	Travel demand management program, goDCgo, encourages District residents, employees, and visitors to reduce reliance on single-occupancy vehicles for travel.	Daily Service
Capital Bikeshare	Oversight of the bike rental program for citizens and visitors.	Daily Service
Circulator Operations, Infrastructure, and Expansion	Operation and maintenance of daily Circulator bus system, which delivers affordable, comfortable, and efficient bus service to the District's neighborhoods and main attractions.	Daily Service
Improve the livability and sustainability of transportation routes for local communities.		
Business Improvement and Economic Development	Management of the Business Improvement District (BID) reimbursements and Federal projects that support local Economic Development.	Key Project

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Operation Title	Operation Description	Type of Operation
Urban Forest Preservation	Maintenance, improvement, and preservation of the city tree canopy which consists of over 150,000 street trees as well as all trees on District public land.	Daily Service
Curbside Management/Parking Regulation	Preservation and maintenance of parking meters and management of on-street parking regulations.	Daily Service
Planning and Sustainability Branch	Development of transportation policies from a broad perspective including preparation of strategic goals and plans for the entire city, while also focusing on specific neighborhood needs, as well as partnering with neighboring jurisdictions.	Daily Service
M495 Marine Highway	M-495 Commuter Fast Ferry Service on the Occoquan, Potomac, and Anacostia River system.	Key Project
Green Infrastructure and Environmental Programs	Construction related to green infrastructure sites in the right of way, alleys, and public spaces. Green Infrastructure is the living network that connects landscape areas, natural areas, and waterways. In urban areas, it captures rainfall; cools buildings and pavement; and creates natural pathways for wildlife.	Daily Service

Invest in long-term capital projects to enhance and preserve the infrastructure and assets of the transportation network.

Bridge, Tunnel, and Highway Reconstruction	Management of the numerous ongoing long-term capital projects within the District.	Key Project
K Street Transitway	The K Street Transitway project will reconfigure one of the District's major east-west corridors, K Street, NW, and will feature a two-way dedicated busway running in the center of K Street from 12th Street NW to 21st Street NW.	Key Project
Powerline Underground Engineering (DC PLUG)	Implement the Power Line Underground Engineering (DC PLUG) to bring overhead electrical feeders affected by outages underground. This is a partnership between DDOT constructing the underground facilities and Pepco installing the underground electric distribution system.	Key Project
Streetscapes Program	Improvement of various streetscapes throughout the District including the road, sidewalks, street furniture, trees, and open spaces that combine to form the street's character.	Daily Service
DC Water Megaproject	Ongoing permitting support for DC Water Megaprojects.	Key Project
Frederick Douglass Memorial Bridge	Improve low condition ratings of the Southwest Freeway Bridge over South Capitol Street through bridge rehabilitation.	Key Project

Create and maintain a highly efficient, transparent, and responsive District government.

Research, Development & Technology Transfer Program	Facilitates and promotes research activities that introduce new practices to DDOT and improve the knowledge, expertise, and performance of DDOT staff. The program oversees the DDOT Library, funds research projects, conducts scans of best practices, promotes DDOT research nationally, and joins with others to find solutions to transportation problems.	Daily Service
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Operation Title	Operation Description	Type of Operation
Fleet and Facilities Management and Risk Management	Maintenance of the DDOT fleet and facilities as well as safety and risk management of those for employees	Daily Service
Information Technology and Performance Management	Ongoing software improvements, development, and data analysis to enhance operations	Daily Service
Customer Service Clearinghouse and Community Engagement	Internal call center and writer/editors and external community engagement team to communicate with and engage with the public, ANC, and other stakeholders to ensure quality service and responsiveness.	Daily Service
Human Resources, Budget Allocation, and Civil Rights	Management of the human resources functions including training, budget resource allocation as well programs and policies related to civil rights for transportation such as equal access, equal employment, and language access.	Daily Service

5 2022 STRATEGIC INITIATIVES

In FY 2022, District Department of Transportation had 12 Strategic Initiatives and completed 25%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Parking operations and maintenance contract	The Curbside Asset Management Services and Curbside Asset Management Equipment contracts are expected to be awarded by April 2022. These contracts will enable DDOT to continue to pursue an asset-light approach to managing the parking network, strategically reducing the universe of physical assets and components, which will allow for reduced operating costs and improved performance long term. Further, with meters starting to show their age from their initial deployment nearly 13 years ago, meter repairs are taking longer to complete. These contracts will allow for the phased replacement of aged assets, thereby helping to reduce maintenance demands and improve the meter network.	75-99%	Office of the Attorney General (OAG) and Office of Contracting and Procurement (OCP) continue to resolve legal issues around the procurement of the meter services contract. A protest on the multi-space meter equipment contract has delayed the solicitation process.	Contracting Officer's Independent Assessment for meter services is still with OAG, with OCP and OAG taking steps to resolve any outstanding issues. A protest on multi-space meter contract has resulted in setback on completion.

Curbside Accessibility	As part of a pilot program, DDOT will install accessible parking spaces in selected areas that do not qualify for the Residential Disability Parking Permit. In addition, the agency will increase the number of permanent pick-up / drop off (PUDO) zones throughout the district.	75-99%	The first pilot zone was installed in Ward 2 on Caroline Street (serving RPP Zones 1 and 2) during Q3. In Q4, DDOT finalized two Residential Permit Parking (RPP) zone plans for individuals covered under the American with Disabilities Act (ADA). The ADA Pilot Zone in Ward 8 was installed in October, just past the end of Q4. The Ward 6 Pilot Zone is still in the Notice of Intent (NOI) period but is expected to be installed in November. DDOT created a working group to update RDPP regulations and improve the process, with rulemaking expected in FY23.	The ADA Pilot Zone in Ward 8 was installed in October, just past the end of Q4. The Ward 6 Pilot Zone is still in the Notice of Intent (NOI) period but is expected to be installed in November. On PUDO zones, this goal has not been fully accomplished due to difficulty procuring automated enforcement devices and establishing accessibility appropriate language.
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Frederick Douglass Bridge	In FY 2022, DDOT will complete the construction of the West Oval and East Oval, rehabilitate South Capitol Street from O Street to Potomac Avenue, and reconstruct segments of the I-195, Suitland Parkway, and South Capitol Street that connect to the bridge, complete the construction of landscaping, hardscaping, bicycle and pedestrian paths throughout the project limits, and remove the old bridge.	75-99%	<p>The majority of the Frederick Douglass Bridge (FDMB) project is nearing completion. Infrastructure Project Management states this project still has some “punch list and warranty items” to address before final acceptance, meaning the work will be accepted by DDOT as completed including any deficiencies known to exist. These punch list items are deficiencies discovered prior to acceptance of various assets in the project. Currently, these issues are being investigated by the contractor and DDOT to develop an adequate mitigation plan.</p> <p>In addition, there have been several Non-Conformance Reports issued for the following items: Fifth Sterling Bridge deck crack, Suitland Parkway bridge deck cracks, bio planters (cracking, separating, and not meeting minimum width), monotube traffic signal pole knocked down, and east levee stones not installed per RFC plans.</p>	<p>The majority of the Frederick Douglass Memorial Bridge (FDMB) project was completed on time. However, the demolition of the old bridge had an unforeseen delay of 6-12 months due to discovery of additional obstructions underwater in Q2. This requires new demolition plans and re-mobilization of the demo contractor. This impacted work on a small segment of the west oval.</p>
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Bus Priority	In FY 2022, DDOT's bus priority program will complete the construction of H & I Street NW 2.0, start construction on H Street NW (14th St to North Capitol) and Minnesota Ave SE (between Penn to East Capitol), complete design on Pennsylvania Ave SE (2nd to Barney Circle), and start design on MLK Jr. Ave SE 2.0 (Good Hope to Redwood), M Street SE 2.0 (South Capitol to 11th), 7th St NW (Mass to Penn Ave), and 8th St NE (Florida Ave to East Capitol).	75-99%	Infrastructure Project Management reports that this goal is almost complete, except for 7th Street NW. The Downtown BID led their Gallery Place/Chinatown Corridor Study, which included a high-level recommended concept for 7th Street NW. H & I Street NW 2.0 and H Street NW construction is fully completed. Minnesota Avenue SE is under construction. Pennsylvania Avenue SE design is complete and IPMD has started construction on some of the roadway striping; TESD's construction contractors will begin in October. Design has started for MLK Jr. Ave SE 2.0, M Street SE 2.0, and 8th Street NE.	For the 7th Street NW project, the Downtown BID led their Gallery Place/Chinatown Corridor Study, which included a high-level recommended concept for 7th Street NW. The BID's project was delayed, and the final report has still not been released publicly.
Equity Assessment Tool	In FY 2022, DDOT will require project managers to describe how projects or programs promoted the shared and just distribution of benefits and burdens of an infrastructure investment or service. DDOT will require that every FY 2023 budget request submission complete the equity	Complete	In Q1, DDOT successfully utilized its newly created equity tool in the FY 2023 budget formulation process. Each budget submission was required to complete an assessment of how the project or program interacts with transportation equity. The tool's questions align with the index used to create the transportation needs map, and the index is based on access to jobs and destination, proximity to transit, and safety issues.	
Accessible Building Entrances	In FY 2022, DDOT will develop accessibility guidelines for alteration and improvements to building entrances and terraces that allow access to persons with disabilities.	Complete	In Q1, The Office of Planning (OP) along with DDOT completed the Guidelines for Access to Terraced Residential Buildings. These guidelines will assist on removing physical barriers and providing accessible connections to buildings and terraces.	

The District of Columbia Power Line Undergrounding (DC PLUG)	In FY 2022, the District of Columbia Power Line Undergrounding initiative will receive approval of the Third Biennial Plan from the Public Service Commission (PSC), maintain Program Management Consultant contract, complete construction of first round feeder 14900, complete the design of three (3) first round feeders (14007, 14758, 15009), issue task orders for the design of four (4) second round feeders (467, 14093, 15021, 15171), start designs on three (3) additional second round feeders, award a civil design contract for one (1) second round of lines, complete the design of five (5) second round feeders (14008, 15001, 15166, 118, 14702), release Invitation for Bids (IFB) for three (3) first round feeders (14758, 15009, 14007), issue Construction Management and Inspection task orders for two (2) first round feeders (14758, 15009), and release IFB for three (3) second round feeders (14008, 15001, 15166).	25-49%	(a) Receive approval of the Third Biennial Plan - Completed: Approval received January 26, 2022. (b) Maintain Program Management Consultant contract: COMPLETED - Option year approved January 16, 2022. (c) Complete construction of first round feeder 14900 - Civil Construction Complete - June 2022 (d) Complete the design of two (2) first round feeders (14007, 15009) - Final Design for 15009 was received January 2022, and Final Design for 14007 expected December '22 (e) Issue task orders for the design of four (4) second round feeders (467, 14093, 15021, 15171) Task orders issued for Feeders 15171 and 15021. Task orders for Feeders 467 and 14093 are expected in FY23 Q1 (f) Complete the design of five (5) second round feeders (14008, 15001, 15166, 118/14702) Designs of 14008 and 15166 are complete. Design for feeder 15001 expected to be completed in FY23 Q1. Design for Feeders 118/14702 began in Q3, and is expected to be completed in FY23 Q2. (g) Release Invitation for Bids (IFB) for three (3) first round feeders (14758, 15009, 14007) - IFB for Feeder 15009 released in Q3. Permitting delays have pushed IFB for Feeder 14758 into FY23 Q1. Design changes on Feeder 14007 pushed this IFB into FY23. (h) Issue Construction Management and Inspection (CM&I) task orders for two (2) first round feeders (14758, 15009) - Feeder 15009 CM&I finalized. Feeder 14758 CM&I procurement contingent on release of Feeder 14758 Construction IFB. (i) Release IFB for three (3) second round feeders (14008, 15001, 15166). IFB for each feeder expected in FY23 Q1	The feeder 14007 design was delayed due to design adjustments, procurement timelines for feeder 467 and 14093 were pushed into FY23, additional design and plan revisions have delayed feeder 15001, delayed design start for feeder 118 and feeder 14702 pushed design into FY23, delayed design completions have pushed civil construction IFB releases for feeders 14758, 14007, 14008, 15001, and 15166, and delayed contract award for feeder 15009 and delayed IFB release for feeder 14758 have pushed the issuance of construction management and inspection task orders.
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Circulator Bus Electrification Pilot	In FY 2022, the Transit Delivery Division (TDD) will receive and accept the new model Electric pilot bus, test with the current infrastructure, note any open items and provide feedback to the manufacturer to proceed with manufacturing the remaining 13 vehicles.	75-99%	DC Circulator is completing testing and evaluation for a pilot of a new Proterra electric bus. The pilot is part of a 14-bus procurement; the remaining 13 buses are currently awaiting input prior to a final build. The pilot is informing modifications to the remaining 13 buses, which will be delivered by Summer 2023. The project is expected to be complete in Q1 of FY23, due to delays in bus testing in Q4. Testing was not able to begin until late August FY22.	The start of the performance evaluation was delayed to battery charger incompatibility. The Battery Electric Bus (BEB) is a new model and was not compatible with existing chargers at the South Capitol Street bus facility. Testing was able to start in Q4, after DDOT installed newer compatible chargers provided by the manufacturer.
Autonomous Vehicle Testing Program	In FY 2022, DDOT will propose and make available for public comment a rulemaking that would create a framework for the testing of autonomous vehicles.	75-99%	Based on public comments received, the program is rewriting the proposed regulations. The updated regulations will be later published for a second public review, with the final version expected to be published in FY23.	The regulatory process has been set back by the departure of a key staff member on the policy and legislative affairs team. AV Program hiring continues with all positions expected to be filled during Q1 FY23.

ATE program	<p>In FY 2022, DDOT will issue and award a new ATE RFP to support the continuation of the program. The current proposal upgrades existing equipment, expands enforcement for bus/bike lane, school bus stop arm and expands existing deployments for stop sign, speed, red-light and truck oversize enforcement. DDOT will also upgrade all of the city's 129 camera units. These upgraded features include: 24x7 capture capability due to better lighting, higher capture rates due to upgraded radar detection systems, non-invasive detection for red-light camera deployments, better overall image and video quality, as well as ease of equipment portability.</p>	75-99%	<p>The ATE RFP solicitation was completed and a contract was ready for award in Q3 until a protest was raised. In Q4, to address the protest, DDOT made an amendment to the RFP and invited vendors to resubmit their responses. New responses to the updated RFP are currently under review. While the program is working on the new solicitation, they have extended the existing contract, so they continue to have support for red-light cameras, speed, and stop sign enforcement.</p>	<p>The ATE RFP solicitation was completed and a contract was ready for award in Q3 until a protest was raised. In Q4, to address the protest, DDOT made an amendment to the RFP and invited vendors to resubmit their responses. New responses to the updated RFP are currently under review, and it is expected that the selection and award will take place in December 2022.</p>
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Vision Zero	In FY 2022, DDOT will formulate a public Vision Zero document that commits the agency to a proactive stance on roadway safety going forward, conduct a public safety campaign around road safety, conduct a site visit for every fatal crash that identifies opportunities to improve safety at that location, and analyze crash patterns to identify opportunities for safety improvement such as changes to high-injury corridors. DDOT will also redesign 100 locations, identified through Highway Safety Improvement Program (HSIP), High Injury Corridors, Annual Crash Statistics Report, Livability studies, Post-fatal crash site visits, Traffic Signal studies, and other Safety studies. 25 of these will be located along the High Injury Corridors.	75-99%	The public Vision Zero document was submitted to EOM for review at the end of Q3. Additional time was needed to ensure accuracy and the update will be released just past the end of FY22.	The public Vision Zero document was submitted to EOM for review, however disagreements about the final form of the Vision Zero 2022 update prevents its release prior to the end of FY22.
Open Streets	DDOT will host Open Streets events at Georgia Avenue in fall 2021 and 7th Street in spring/summer 2022. Open Streets is a time to celebrate all of our city's transportation options. The event will bring all ages to get active and enjoy the family fun.	Complete	DDOT hosted a successful Open Streets event on Georgia Ave in October 2021. The second Open Streets event, on 7th Street, was held on June 4, 2022, as scheduled. This event covered 1.5 miles of street downtown and welcomed over 19,000 individuals and provided a safe space for walking, biking, skating, and other social activities.	

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Maintain and improve core transportation infrastructure to preserve the quality of the transportation network.											
Percent of pothole service requests filled and closed out within 72 hours	Up is Better	60.8%	78.1%	87%	93.7%	92.2%	86.9%	86%	88.7%	Met	
Percent of streets in "Fair" to "Excellent" condition	Up is Better	68.8%	77.1%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	86%	Met	
Percent of parking meters working daily	Up is Better	93.7%	94.4%	95%	91.6%	91.4%	93.2%	95.5%	92.9%	Nearly Met	PGTD continues to work with Conduent, the parking meter contractor to meet their performance targets. Conduent is required to meet a connected meter operability rate of 95% or above, but their rate is closer to 92%. The contract does not contain liquidated damages for these requirements, so DDOT has not been able to hold them accountable for their performance. DDOT and OCP will include stronger accountability measured in the new meter services contract.
Percent of miles completed in the paving plan (current calendar year)	Up is Better	130.4%	93.7%	1	8.8%	49.4%	35.6%	29.5%	123.3%	Met	
Percent of sidewalk miles completed in the sidewalk plan (current calendar year)	Up is Better	81.4%	139%	1	19.2%	27.6%	30.5%	53.8%	131.1%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Mean time (hrs) to repair meters	Down is Better	79	41	24	42	44	54	48	47	Unmet	PGTD continues to work with Conduent, the parking meter contractor to meet their performance targets. Conduent is required to meet a connected meter operability rate of 95% or above, but their rate is closer to 92%. The contract does not contain liquidated damages for these requirements, so DDOT has not been able to hold them accountable for their performance. DDOT and OCP will include stronger accountability measured in the new meter services contract.
Reduce traffic related deaths and injuries and enhance safe utilization of the transportation network.											
Percent of public space applications approved within 30 days	Up is Better	89.9%	93.3%	93%	95.8%	93.5%	94.9%	98.5%	96.3%	Met	
Improve mobility and accessibility to expand transportation choices and reduce traffic congestion.											
Percent increase in Capital Bikeshare Ridership	Up is Better	-37.1%	4.5%	3%	51.5%	51.7%	39.8%	29.4%	40.2%	Met	
Percent of Circulator buses arriving on time	Up is Better	66.3%	66.8%	79%	82.3%	83.3%	61.4%	65.2%	72.1%	Nearly Met	According to TDD, the operations and maintenance contractor continue to struggle with vehicle availability, staffing, and hiring of operators.

Key Performance Indicators *(continued)*

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Miles of protected bike lanes installed	Up is Better	1.9	7.4	10	2.4	0	0.1	3	5.5	Unmet	Several FY22 projects took longer than anticipated due to the iterative revision process to integrate ANC feedback. DDOT always attempt to obtain an ANC resolution in support of our projects. More complex or larger bike lane projects generate feedback on design changes, especially when there are potential changes to parking. These types of projects can result in several months of delay as DDOT revises plans and conducts more analysis before returning to an ANC. On the construction side, 2022 also saw an increase in supply chain delays for certain materials used in bike lane construction, such as concrete separators and traffic signal hardware.

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Alley Maintenance							
Number of alleys resurfaced	150	232	41	28	45	47	161
Bridge Maintenance							
Number of deficient bridges	6	3	3	3	3	3	3
Roadway Maintenance							
Number of pothole service requests completed	4367	3431	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3382
Street Light Maintenance							
Number of street lights repaired	23,799	21,556	6064	5145	5023	4418	20,650
Public Space Regulation							
Number of public space inspections	56,979	49,340	Annual Measure	Annual Measure	Annual Measure	Annual Measure	54,919
Number of building sites assessed for accessibility of path of travel	New in 2022	New in 2022	82	57	47	30	216
Street Signs and Markings							
Number of signs installed	17,157	21,474	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40,196
Miles of Markings Touched	138	30.2	Annual Measure	Annual Measure	Annual Measure	Annual Measure	73
Traffic Management and Calming							
Number deployment locations covered for traffic control officers (TCOs)	1643	2669	272	241	291	257	1061
Vision Zero							
Number of bicyclist serious injuries	30	23	2	3	5	5	15
Number of pedestrian serious injuries	114	95	20	16	17	12	65
Number of motor-vehicle serious injuries	223	266	45	36	36	33	150
Number of bicyclist fatalities	0	4	0	0	0	3	3
Number of pedestrian fatalities	14	13	5	9	2	3	19
Number of motor-vehicle fatalities	21	12	5	4	3	2	14
Bike and Pedestrian Active Transportation Program							
Miles of new trail completed	New in 2022	New in 2022	0	2.6	2.1	3.1	7.8
Circulator Operations, Infrastructure, and Expansion							
Number of Circulator Passengers	2,004,137	481,759	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,811,283
Greater DC Transit Management							
Number of Kids Ride Free passes picked up by students	33,706	25,174	32,213	5151	4489	21,298	63,151
Number of transit stops improved to be compliant with accessibility guidelines	New in 2022	New in 2022	3	3	30	15	51

Workload Measures *(continued)*

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Streetcar Operations Infrastructure and Expansion							
Number of Streetcar Passengers	504,993	62,544	Annual Measure	Annual Measure	Annual Measure	Annual Measure	267,093
Travel Demand Management							
Number of bike/ped counters installed	0	0	0	0	0	5	5
Urban Forest Preservation							
Number of trees planted citywide	8464	8391	958	2173	2713	0	5844